

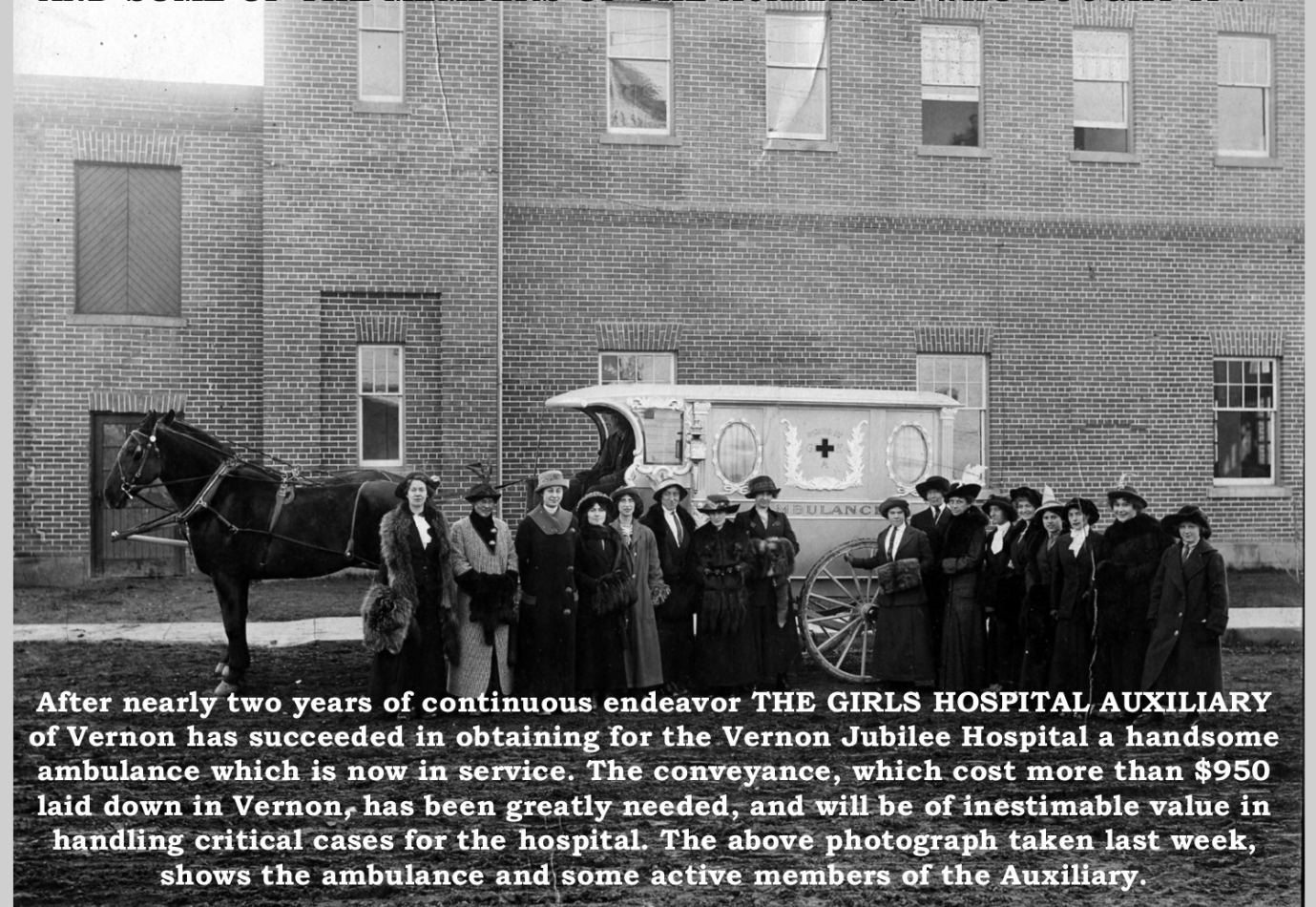
Vernon Jubilee Hospital Auxiliary Society

110 YEARS OF
CARING AND
SHARING

Membership:
85 Active
10 Associate
and 7 Life

NOVEMBER 17, 1913 VERNON NEWS

**HANDSOME NEW AMBULANCE DONATED TO VERNON JUBILEE HOSPITAL
AND SOME OF THE MEMBERS OF THE AUXILLARY WHO BOUGHT IT .**



After nearly two years of continuous endeavor THE GIRLS HOSPITAL AUXILIARY of Vernon has succeeded in obtaining for the Vernon Jubilee Hospital a handsome ambulance which is now in service. The conveyance, which cost more than \$950 laid down in Vernon, has been greatly needed, and will be of inestimable value in handling critical cases for the hospital. The above photograph taken last week, shows the ambulance and some active members of the Auxiliary.

IMAGE COURTESY: VERNON MUSEUM AND ARCHIVES



Policy & Procedures

CONSTITUTION &
BYLAWS DUE
NOVEMBER 28, 2018

Just Shoot Me!



WHERE TO START ?

1

HOSPITAL
POLICIES

2

CONSTITUTION

3

BYLAWS

4

EXISTING
POLICIES

5

GOVERNMENT
ACTS &
REGULATIONS

6

INTERVIEWS

Who is your Audience?

Why do you need them?

Where are they Kept?

A solid orange horizontal bar at the bottom of the slide.

WHAT DO YOU WANT YOUR POLICY AND PROCEDURE MANUAL TO LOOK LIKE?

INDEX

DEFINITIONS

GUIDING POLICIES
(IH)


SOCIETIES ACT

CONSTITUTION

BYLAWS

STANDARDS

REFERENCES



COMPARE
NOTES

BORROW

COPY

WHAT DOES SOMEONE ELSE HAVE?



Position Description Questionnaire

Position Profile - includes a general description of the responsibilities of the position and consists of descriptors that make up the activities required to fulfill that obligation.

Indicate the purpose of this position.

PART II b – SPECIFIC ACCOUNTABILITIES	
What specifically is this job expected to accomplish? List the most significant accountabilities or responsibilities and the approximate percentage of time dedicated to each responsibility. (List in order from highest to lowest percentage.)	
RESPONSIBILITY #1	TIME in half hour increments:
	Task is Daily/weekly/monthly/as required
RESPONSIBILITY #2	TIME in half hour increments:
	Task is Daily/weekly/monthly/as required
RESPONSIBILITY #3	TIME in half hour increments:
	Task is Daily/weekly/monthly/as required
RESPONSIBILITY #4	TIME in half hour increments:

IHA POLICY AND PROCEDURE TEMPLATE

Microsoft Word - Policy Template (1) - Compatibility Mode - Saved to this PC

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1 Caption Emphasis 1 Heading 1 1 Normal Strong Subtitle Title 1 No Spac... Subtitle Em... Intense E... Quote

This is an Interior Health CONTROLLED document. A copy of this document in paper form is not controlled and should be checked against the electronic file version to ensure accuracy.

Interior Health

(insert name of Policy Manual e.g. Administrative)
(insert name of policy manual section e.g. Code: AA Introduction)

(POLICY NO.) – (NAME OF POLICY)

1.0 PURPOSE
(To provide clarity to the understanding of the policy statements).

2.0 DEFINITIONS

Term	Definition
(When to Use)	(only if required to understand and clarify the policy statements. list in alphabetical order. if no definitions required leave blank and/or add in no definitions.)
(Standardization.)	(Terms and their definitions will be compatible with those of the Ministry of Health and the health care language generally accepted and used by Interior Health and within the health care industry.)

3.0 POLICY

1. Policy statements express the values, intent, and expectations of the organization.
2. Deals with recurrent issues and ongoing situations rather than one-time events.
3. Is organization-wide in implication and allows for flexibility in implementation, enabling the broad intent of the policy to be applied to various situations.
4. Is not subject to frequent change.
5. Can apply to both clinical and non-clinical issues.
6. Establishes realistic standards and expectations rather than setting impossible or unreachable objectives.
7. Provides broad direction by describing the values, intent and expectations of the organization rather than dealing with operational details. (Leave the "how-to-do" details to the procedure section.)
8. Use subheadings to group common statements and number as 3.1, 3.2 etc.
9. Use the active voice and present tense, whenever possible.
10. Write in clear, concise, and simplified language.

Page 1 of 1 317 words

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1 Caption Emphasis 1 Heading 1 1 Normal Strong Subtitle Title 1 No Spac... Subtitle Em... Intense E... Quote

3.0 POLICY

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8. Use subheadings to group common statements and number as 3.1, 3.2 etc.
9. Use the active voice and present tense, whenever possible.
10. Write in clear, concise, and simplified language.

4.0 PROCEDURES

1. May be written or in flow charts- preferred.
2. When writing the procedure, try to organize and present material under the position which will carry out the steps.

5.0 REFERENCES

Make use of appendices to present required detailed material.
List author, date and name of paper/article etc.

Formatting

- Make use of white space, numbers, bullets, and other editorial aids to organize the material into a user-friendly and readable document.
- Use Arial 10 point font for body text.
- Use Arial 12 point font for policy number/name
- Do not change main headings or numbering

Policy Sponsor: 1 of 1
Policy Steward:
Date Approved: Date(s) Reviewed/Revised-R:

Page 1 of 1 317 words

POLICY COMPONENTS - Header

This is an VJH Auxiliary CONTROLLED document. A copy of this document in paper form is not controlled and should be checked against the electronic file version to ensure accuracy

POLICY COMPONENTS - Footer

Policy Sponsor: Board of Directors

1 of 1

Policy Steward: Vice President

Date Approved:

**Date(s)
Reviewed-r
Revised-R**

POLICY COMPONENTS - Purpose

1.0 PURPOSE

To provide clarity to the understanding of the policy statements

CONTENT

POLICY:

WHAT MUST BE
FOLLOWED
REGULATIONS
GUIDELINES

CONTENT

PROCEDURE:

HOW
WHERE
WHEN

POLICY COMPONENTS - References

List referenced or guiding material

Membership Director

Policy-001

This is a VJH Auxiliary Society controlled document. A copy of this document in paper is not controlled and should be checked against the electronic file version to assure accuracy.

Vernon Jubilee Hospital Auxiliary Society	Responsibilities, Policy & Procedures: Membership Director
--	--

POLICY - 001

1.0 PURPOSE

To provide clarity and understanding of the role, responsibility, and processes involved in caring out the responsibilities of the Membership Director who is elected by the membership at the AGM for a 1-year term.

2.0 POLICY

The Membership Director:

- 2.1 Shall be a member of the Vernon Jubilee Hospital Auxiliary Society and the Board with full rights to vote, make motions and participate in discussion, and will attend both Board meetings and General Meetings regularly,
- 2.2 Shall be conversant with the Constitution and Bylaws, Mission Statement, goals & objectives of the Auxiliary,
- 2.3 Shall be conversant with Interior Health (IH) Volunteer Services Standards Manual and all policies that apply,
- 2.4 Shall provide guidance and support to new members learning about the Auxiliary and their orientation,
- 2.5 Shall communicate and collaborate with the VJH Volunteer Services Manager (VSM),

3.0 PROCEDURES

Page 1 of 3 576 words

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Membership Director (1) (1) - Compatibility Mode

Ruth Roper

Share

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Tell me what you want to do

ABC

Spelling & Thesaurus Grammar

ABC123

Word Count

A

Read Aloud Speech

Check Accessibility

Translate Language

New Comment

Delete

Previous

Next

Show Comments

Ink Comment

Pen

Eraser

Track Changes

No Markup

Show Markup

Reviewing Pane

Accept

Reject

Previous

Next

Compare

Block Authors

Restrict Editing

Hide Ink

Resume Assistant

Linked Notes

OneNote

2.2 Shall be conversant with the Constitution and Bylaws, Mission Statement, goals & objectives of the Auxiliary,

2.3 Shall be conversant with Interior Health (IH) Volunteer Services Standards Manual and all policies that apply,

2.4 Shall provide guidance and support to new members learning about the Auxiliary and their orientation,

2.5 Shall communicate and collaborate with the VJH Volunteer Services Manager (VSM),

3.0 PROCEDURES

3.1 Collect membership fees and issue membership cards (different colour each year) at the AGM and throughout the year as required.

3.2 Keep an accurate accounting of all membership funds, regularly submit these funds to the Treasurer.

3.3 Keep an accurate, up-to-date listing of all members with contact information including e-mail.

3.4 Keep accurate and updated contact lists of Board members and Gift Shop workers.

3.5 Keep track of and report on membership demographics in each of the categories, active, inactive, and honorary.

3.6 Inform the Board of members who are in arrears of dues, who have resigned or retired. |

Policy Sponsor: VJH Auxiliary Board of Directors – Membership Director		
Policy Steward: Vice President		1 of 3
Date Approved:	Date(s) Reviewed-r/Revised-R:	

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Vernon Jubilee Hospital
Auxiliary Society

Responsibilities, Policy & Procedures:

Membership Director

4.0 REFERENCES

- 4.1 Vernon Jubilee Auxiliary Society Constitution and Bylaws
- 4.2 IHA Volunteer Services Standards Manual
- 4.3 Policy VA0500-Volunteers Service Standards
- 4.4 Policy VB100-Registration of Interior Health Volunteers

Gaming Director Policy - 004

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Vernon Jubilee Hospital Auxiliary Society

Responsibilities, Policy & Procedures:

Gaming Director

Policy 004

1.0 PURPOSE

To provide clarity and understanding of the role, responsibility, and processes involved in carrying out the responsibilities of the Gaming Director who is appointed by the Board and approved by the membership at the AGM for a 1-year term.

2.0 POLICY

The Gaming Director:

- 2.1 Shall be a member of the Vernon Jubilee Hospital Auxiliary Society (Auxiliary) and the Board with full rights to vote, make motions and participate in discussion,
- 2.2 Shall be conversant with the Constitution and Bylaws, Mission Statement, goals & objectives of the Auxiliary,
- 2.3 Shall be conversant with the roles and responsibilities of 'Gaming' as outlined by the BC Gaming Policy and Enforcement Branch (GPED): Standard Procedures for Ticket Raffles,
- 2.4 Shall provide guidance and standardized procedures for the proper conduct and management of all draws and awarding all prizes, in accordance with GPED guidelines.

3.0 PROCEDURES

- 3.1 Shall seek approval of all gaming events from the Board and Treasurer or designate prior to proceeding. This includes approval of the Raffle Convener.

Page 1 of 2 512 words 1:27 PM 3/29/2018

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Vernon Jubilee Hospital
Auxiliary Society

Responsibilities, Policy & Procedures:

Gaming Director

3.7Organize reminder calls to volunteers 2 days prior of scheduled assignment.

3.8Establish a method for ticket and funds control, and ensure each volunteer is familiar with the control requirements.

3.9Establish a procedure for delivering the sold ticket stubs and sales proceeds to the Gift Shop for safekeeping until: The Convener can pick up the ticket stubs for control or the Treasurer (or designate) can pick up the funds for deposit.

3.10Meet with the treasurer (or designate) from time to time to verify the ticket control and the funds raised.

3.11At the end of the raffle, deliver all control sheets and unsold tickets to the Treasurer (or designate) along with winner(s) information for filing.

3.12Ensure all funds are turned over to the Treasurer (or designate) as soon as possible.

3.13Ensure a Gaming Event Revenue Report and Gaming Account Summary Report if applicable is submitted within 90 days after the expiry of the license.

3.14Complete and file a report with the Board at the next scheduled meeting after the event.

3.15Shall stay current with GPEB regulations and requirements.

3.16Review and update Policies & Procedures as required.

4.0REFERENCES

4.1GPEB - Standard Procedures for Ticket Raffles – January 2016

Page 2 of 2512 words

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REQUESTED POLICIES

HANDLING MONEY

CONDUCT – malicious/unseemly/impaired

HARASSMENT – verbal/physical

SUSPECTED THEFT – money or goods

RISK MANAGEMENT ISSUES must be reported

INCIDENT REPORT & Investigation



POLICE REPORT

Code of Conduct or Bylaw or Policy

HANDLING MONEY

CONDUCT – malicious/unseemly/impaired

HARASMENT – verbal/physical

SUSPECTED THEFT – money or goods

Collins English Dictionary – Code of Conduct

an agreement on rules of behavior for a group or organization

Robert's Rules - Bylaws

Bylaws comprise the fundamental rules that define your organization. Your bylaws should include all the rules your group determines are of such importance that

They can't be changed unless the members get previous notice of any proposed change and a large majority (commonly two-thirds) is required to enact any proposed change.

Bylaws basically establish a contract between members and define their rights, duties, and mutual obligations.

Policy – Merriam Webster plural policies

prudence or wisdom in the management of affairs
management or procedure

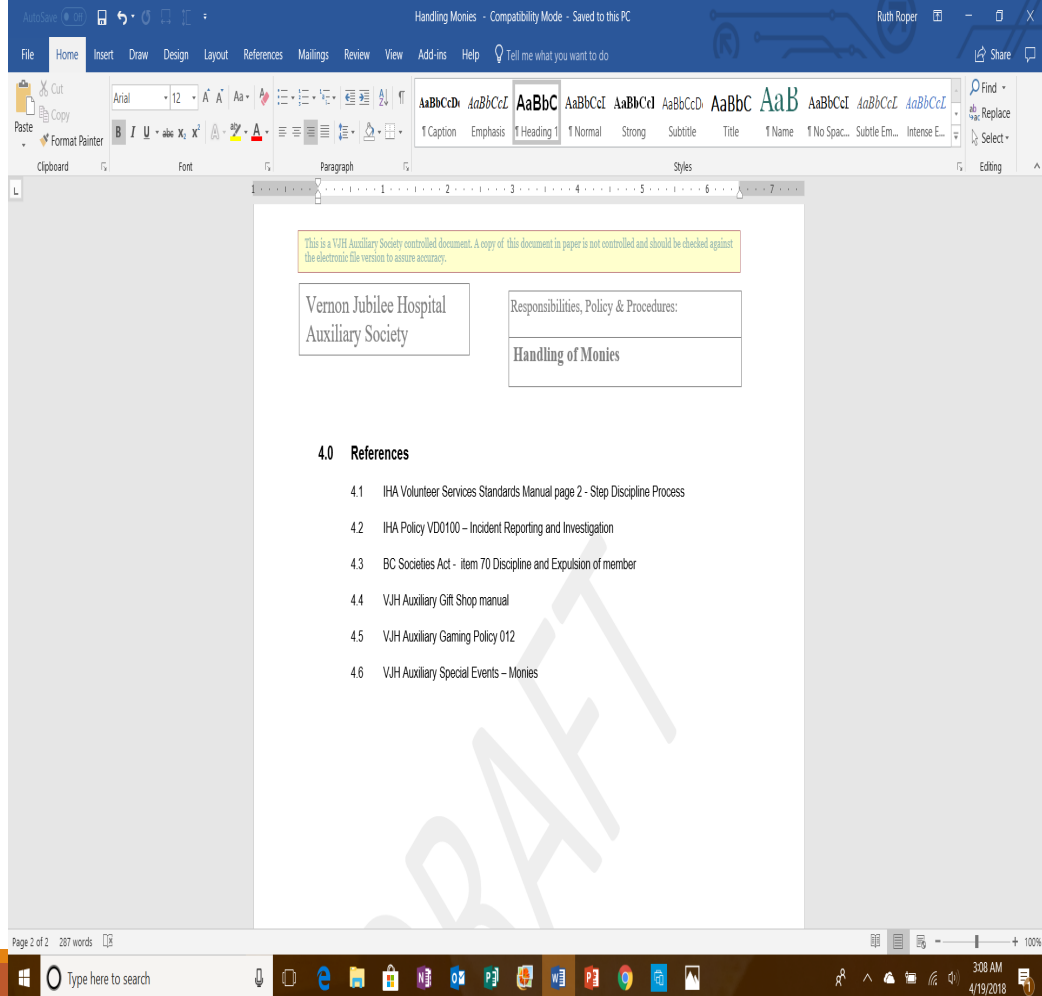
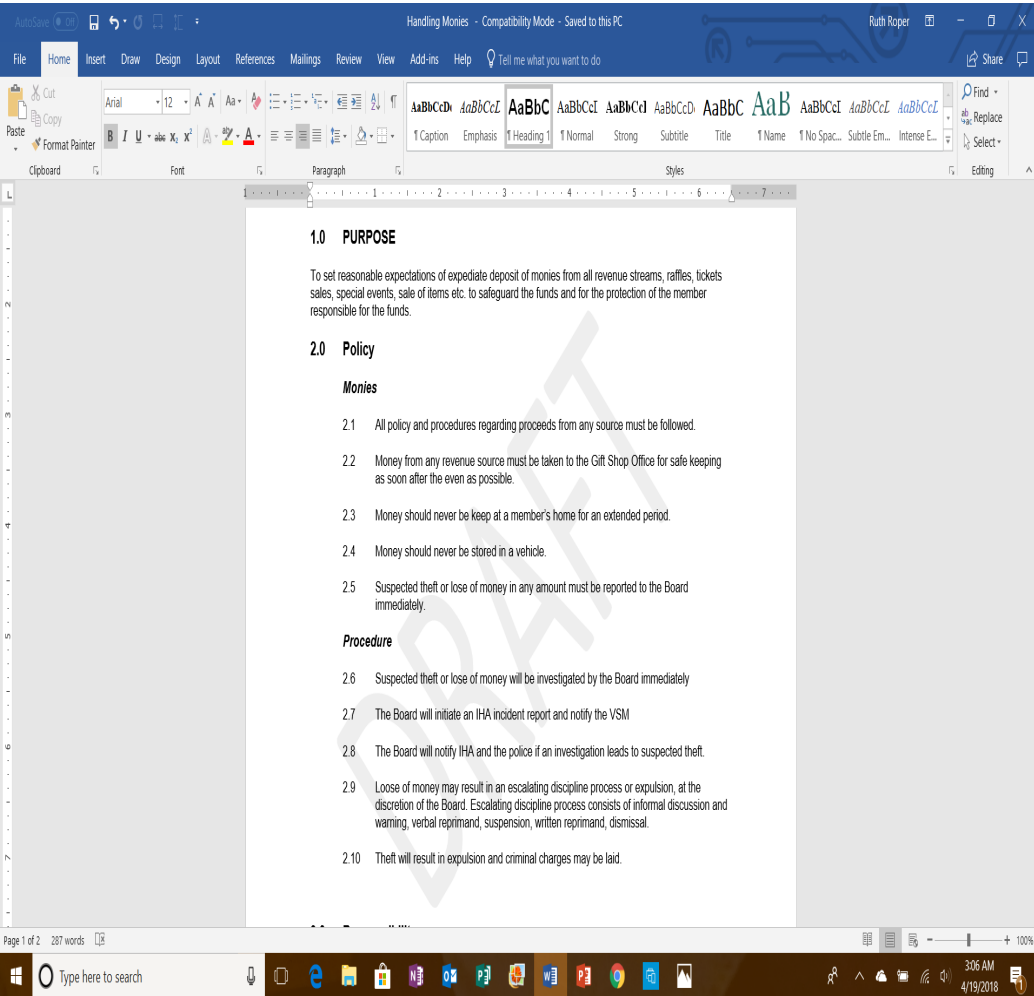
a definite course or method of action selected from among
alternatives and in light of given conditions to guide and determine
present and future decisions

a high-level overall plan embracing the general goals and
acceptable procedures especially of a governmental body

Policy and Procedure – Business Dictionary

Policies and procedures are designed to influence and determine all major decisions and actions, and all activities take place within the boundaries set by them. Procedures are the specific methods employed to express policies in action in day-to-day operations of the organization. Together, policies and procedures ensure that a point of view held by the governing body of an organization is translated into steps that result in an outcome compatible with that view.

Handling Monies – Policy



Undesirable Behavior - Standard

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Vernon Jubilee Hospital Auxiliary Society	Responsibilities, Policy & Procedures:
	Undesirable Behaviors

Standards - 02

1.0 PURPOSE

To set reasonable expectations of behavior of Auxiliary members to ensure an enjoyable experience for all during the performance of Auxiliary duties and while attending Auxiliary functions inside or outside of VJH, and to maintain a professional and desirable image of the Auxiliary as a whole. Volunteering is a privilege and should be performed with dignity, respect and caring for all.

2.0 STANDARDS

Volunteer behavior

- Volunteers must show respect; abusive language, denigrating comments or racist remarks will not be tolerated and must be reported to the Board immediately.
- Harassing behavior either verbal or physical will not be tolerated and must be reported to the Board immediately.
- Impairment due to drunkenness or being otherwise incapacitated while on assigned duties will not be tolerated and must be reported to the Board immediately.
- Theft or suspected misappropriation of monies in any amount or theft of personal or commercial items must be reported to the Board immediately.

Actions:

Undesirable Behavior

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2.1 Volunteers must show respect; abusive language, denigrating comments or racist remarks will not be tolerated and must be reported to the Board immediately.

2.2 Harassing behavior either verbal or physical will not be tolerated and must be reported to the Board immediately.

2.3 Impairment due to drunkenness or being otherwise incapacitated while on assigned duties will not be tolerated and must be reported to the Board immediately.

2.4 Theft or suspected misappropriation of monies in any amount or theft of personal or commercial items must be reported to the Board immediately.

Action

2.5 Physical abuse including pushing or shoving or the verbal threat of physical abuse must be reported to the Board immediately. The Board will initiate the IHA incident reporting system and notify police.

2.6 Suspicion of Theft must be reported to the Board immediately. The Board will initiate the IHA incident reporting system and notify police.

2.7 All other undesirable behaviors may result in an escalating discipline process or expulsion, at the discretion of the Board. Escalating discipline process consists of informal discussion and warning, verbal reprimand, suspension, written reprimand, dismissal.

3.0 Responsibility

3.1 The Board is responsible for ensuring compliance with this standard

3.2 The Board is responsible for communicating its action to the VSM

Policy Sponsor: VJH Auxiliary Board of Directors	
Policy Steward: Vice President	1 of 2

Responsibility & References Undesirable Behavior-Standard 02

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3.0 Responsibility

3.1 The Board is responsible for ensuring compliance with this standard

3.2 The Board is responsible for communicating its action to the VSM

Policy Sponsor: VJH Auxiliary Board of Directors	
Policy Steward: Vice President	1 of 2
Date Approved:	Date(s) Reviewed-r/Revised-R:

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Vernon Jubilee Hospital
Auxiliary Society

Responsibilities, Policy & Procedures:

Undesirable Behaviors

4.0 References

4.1 IHA Volunteer Services Standards Manual page 2 - Step Discipline

4.2 IHA Policy VD0100 – Incident Reporting and Investigation

4.3 IHA Policy VD0300 – Harassment

4.4 BC Societies Act - item 70 Discipline and Expulsion of member

Page 1 of 2317 words

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Discipline-Expulsion - Standard

The screenshot shows a Microsoft Word document in Compatibility Mode. The title bar reads "Discipline-Expulsion Standard-01 (3) - Compatibility Mode" and the author is "Ruth Roper". The document content includes:

- Discipline**
 - 2.1 The Board must send the member written notice of the proposed discipline and include reasons and rational.
 - 2.2 The Board must give the member reasonable opportunity to make representations to the Board regarding the proposed discipline.
 - 2.3 An escalating discipline process may be instituted: informal discussion and warning, verbal reprimand, suspension, written reprimand, dismissal.
- Dismissal**
 - 2.4 Dismissal of a member is accomplished by Special Resolution at a general Meeting. The Board must send the member written notice of the dismissal including reasons and rational.
- 3.0 Responsibility**
 - 3.1 The Board is responsible for ensuring compliance with this standard
 - 3.2 The Board is responsible for communicating its action to the VSM
- 4.0 References**
 - 4.1 IHA Volunteer Services Standards Manual page 2 - Step Discipline
 - 4.2 IHA Policy VD0100 - Incident Reporting and Investigation
 - 4.3 BC Societies Act - item 70 Discipline and Expulsion of member

At the bottom, there is a table for approval:

Policy Sponsor: V.I.H Auxiliary Board of Directors	
Policy Steward: Vice President	1 of 1
Date Approved	Date(s) Reviewed-r/Revised-R

The status bar at the bottom indicates "Page 1 of 1" and "165 words".

This screenshot is identical to the one on the left, showing the same Microsoft Word document. It displays the "Discipline" section with numbered list items 2.1 through 2.3, the "Dismissal" section with item 2.4, "3.0 Responsibility" with items 3.1 and 3.2, and "4.0 References" with items 4.1 through 4.3. The approval table at the bottom and the status bar ("Page 1 of 1", "165 words") are also identical.

DOCUMENTATION

Every discussion and every intervention
must be documented.



ruth.roper10@gmail.com
